

Connections

A Publication for Employees of the Missouri Department of Transportation

September 11, 2014

Commission Meeting Summary

Central Office

by Bob Brendel

Districts

Northwest

Northeast

Kansas City

Central

St. Louis

Southwest

Southeast

The Missouri Highways and Transportation Commission met yesterday in St. Joseph (hometown of MoDOT Director Dave Nichols), the first time this year they have met outside of Jefferson City. Chairman Stephen Miller (Kansas City) opened the meeting by welcoming Bryan Scott (St. Louis) back to the commission. He was reappointed by Gov. Jay Nixon last week and must be confirmed by the Missouri Senate within the first 30 days of the next legislative session, which begins in January. Scott is director of quality at the Boeing Company.

The commission approved an increase in medical plan premiums for active employees and retirees. Key provisions of the medical plan increases are: 1) a 2-percent increase in premiums for active employees and Medicare retirees; 2) a 7-percent increase in premiums for non-Medicare retirees; and 3) establishment of an annual out-of-pocket maximum amount for prescription drug coverage for active employees and retirees.

"Comprehensive health care coverage is an extremely important benefit for our employees and retirees," said Commissioner Gregg Smith (Clinton). "Any kind of increase is difficult, especially when our employees are not going to experience much of a pay raise, if any. However, I hope our employees and retirees realize we tried to do all we could to keep the increase to a minimum."

State law requires all state departments to submit an annual appropriations request to the state budget director by Oct. 1. This is the first step in developing MoDOT's FY2016 budget, which will not be finally approved by the commission until June 2015. MoDOT's request for the next fiscal year is \$2.7 billion, 1.5 percent (\$40.3 million) less than its authorized FY2015 budget.

In his report, MoDOT Director Dave Nichols made two points that illustrate the department's current funding dilemma: project successes being delivered with funding commitments made some time ago balanced against needed improvements MoDOT is beginning to struggle to make because of diminishing revenue streams.

He noted that on Friday the ribbon will be cut on a new four-lane extension of U.S. Route 50 from just east of the U.S. Route 50/63 junction to just west of Linn in Osage County. "This is a project," Nichols said, "that will increase capacity and greatly improve safety on what was previously a narrow, curvy and hilly stretch of highway."

Nichols also told commissioners that in the past several weeks, routine bridge inspections have found problems that have forced the closure of three bridges – in the Kansas City, St. Louis and Southeast districts. "With reduced funding and a large inventory of bridges that need attention, actions like these could become more frequent in the future," Nichols said. He stressed, though, "Some may need work, but our bridges are safe. If a bridge is unsafe, we close it."



Commission Summary

- The commission approved the results of the August 22 bid opening, awarding contracts to the low bidders on 17 projects for which 60 bids were submitted. MoDOT's next letting is scheduled for Fri., Sept. 19.
- Director Nichols reminded commissioners the department will hold its second annual "Day of Remembrance" on Sept. 18, taking time out across the state to remember the 131 MoDOT employees who have lost their lives while performing their duties for the benefit of all Missourians. He reported, too, that on Monday more than 200 MoDOT employees and industry partners will play in the 10th annual 1033 Benevolent Fund Golf Tournament in Columbia. The event raises money for the fund that provides immediate benefits to families of public servants who are killed in the line of duty. "We're excited and very happy that we haven't had to write any checks to families in recent years," Nichols said.
- The annual Missouri State Employees Charitable Campaign is now underway. "You may recall that last year, MoDOT employees pledged the most money of any state agency for the 7th year in a row," Nichols said. The \$172,260 from MoDOT was in excess of \$50,000 more than the next closest agency. "I am so proud of our employees who year after year offer support and compassion to those in need through their selfless contributions," he said. Nichols again challenged every MoDOT employee to be involved in this year's charitable campaign. Commissioner Smith led the audience in a round of applause for MoDOT's generous employees.

Gov. Nixon Appoints Boeing Director of Quality to State Highways and Transportation Commission

Gov. Jay Nixon has appointed Bryan T. Scott, of St. Louis, to the Missouri Highways and Transportation Commission. Scott has been with the Boeing Company in St. Louis since 1988 and currently serves as Director of Quality for the major aircraft manufacturer. He also is a functional member of the Boeing management negotiations team. Scott previously served in other management positions with Boeing.

Scott, a Democrat, is a veteran of the U.S. Air Force, and obtained his master's of management degree from Fontbonne University in St. Louis. He serves as the Boeing representative on the Urban League of Metropolitan St. Louis Board of Directors.

The Governor has appointed Scott for a term ending March 1, 2017. His appointment will be subject to approval by

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Bryan T. Scott of St. Louis has been appointed to the Commission, pending approval by the Missouri Senate.

the Missouri Senate.

Medical Plan Changes

by Jeff Padgett

Yesterday, the Missouri Highways and Transportation Commission approved changes to active and retiree medical plan premiums for calendar year 2015.

As Director Nichols stated in his email to employees, we want to continue providing you with quality health care benefits. Unfortunately, we have to make adjustments to keep up with increasing costs.

The following medical plan changes approved by the Commission will be effective Jan. 1, 2015:

- 2 percent increase in medical insurance premiums for all active employees and Medicare retirees.
 - Active employees in the employee only category will see an increase of \$17 per month. This will bring all active employees up to paying 20 percent of premium costs.
 - All other active employee categories will see a small increase in their monthly premiums from \$2 to \$5.
 - Medicare retirees in the subscriber only category will see an increase of \$2 per month.
- 7 percent increase in total premiums for all non-Medicare retiree categories. This increase will help ensure that premiums paid are sufficient to cover participant claims in these categories.
 - Non-Medicare retirees in the subscriber only category will see an increase of \$14 per month.
- Establishes an annual out-of-pocket maximum amount for prescription drug coverage for active employees and retirees (as required by the Patient Protection and Affordable Care Act):
 - Establishes the out-of-pocket maximum for prescription drug coverage at \$5,000 for individuals, and
 - Establishes the out-of-pocket maximum per family for prescription drug coverage at \$8,400.



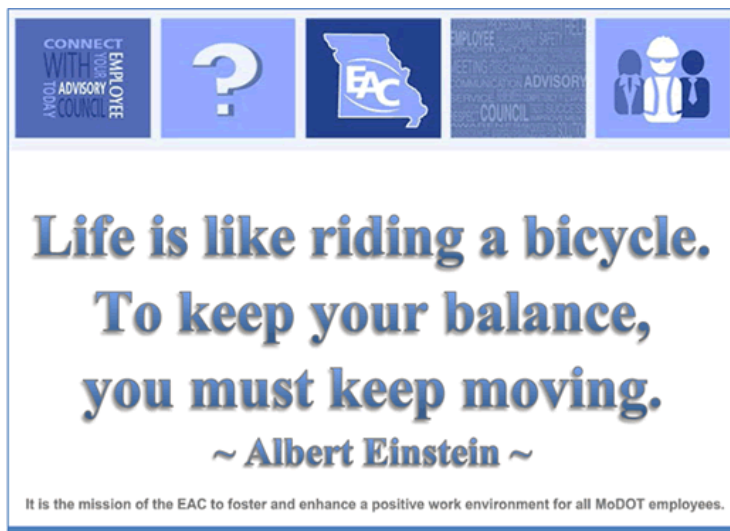
Reminder: The Commission also approved changes to retiree medical premiums for those retiring on or after Jan. 1, 2015:

- Retiree medical premiums will be based on your total years of service.
- The Commission will contribute 2 percent per year of service, not to exceed 50 percent of the total premium.

Some additional information is being provided to help you understand how these changes will affect your monthly premiums:

- 2015 monthly premium rate chart - <http://www.modot.org/newsandinfo/documents/2015MedicalRateChart.pdf>.
- Rate calculator for employees retiring on or after Jan. 1, 2015 – <http://www6.modot.mo.gov/premiumcalc/Calculator.aspx>.
- Employees will receive a copy of the annual benefits update at their home address later this fall.

We hope this information will be helpful. Please review, then talk with your local benefits staff if you have any questions or concerns.



Team Talk

by Roberta Broecker

On Sept. 18, MoDOT will take a few moments to stop and remember the department employees who died in the line of duty. You might be wondering why we do that, since we kick off our work zone safety efforts every spring, as the construction season begins. This is different. This is personal, and this is for us, not for the rest of the world.



The Day of Remembrance originated last year, after we lost Clifton Scott in September 2012. The fallen worker memorial had just been completed, and the combination of Clifton's tragic death and the memorial's installation helped us realize that the public work zone safety campaign wasn't enough.

Work zone safety is about educating motorists and helping them understand why they need to pay attention in work zones. MoDOT's Day of Remembrance is our way to recognize the sacrifice of our coworkers and remember that their loss still stings – from Clifton all the way back to John Allman, who died in 1932. And to remember, always, that the safety of every MoDOT employee is the most important thing we can do as we go about our daily work.

Here at Central Office, we'll hold a ceremony at 1:31 p.m. where we will read the names of all 131 MoDOT employees who died in the line of duty. We'll pause for a moment of silence. Ceremonies will take place at every district office as well. Family members of our fallen coworkers have been invited to attend. If you're in the field that day, please try to take a moment too. Look around you, think about what you do every day to stay safe, and think about our coworkers who are no longer with us.

MoDOT's Day of Remembrance is scheduled every year for the third Thursday of September. You can see the list of all 131 employees here: <http://www.modot.org/workzones/inmemory.htm> Watch for photos and stories about the Day of Remembrance activities in the next issue of Connections.

Thank you, and please stay safe in all you do.

The Stan Musial Veterans Memorial Bridge is Finalist in National Transportation Awards Competition Your Votes Are Needed

by Patrick Wood

The Stan Musial Veterans Memorial Bridge in St. Louis has been selected as one of 10 national finalists in the 2014 America's Transportation Awards competition. A panel of national transportation experts picked the Mississippi River bridge project from 73 projects representing 36 states in the categories of "Best Use of Innovation," "Under Budget" and "Quality of Life/Community Development."

The project was a joint effort by the Missouri and Illinois departments of transportation. The project was the first major interstate river bridge to be constructed in the greater St. Louis area in more than 50 years. Its purpose was to reduce congestion and improve safety by removing one of three interstates from the Poplar Street Bridge into St. Louis. The project symbolizes Illinois' and Missouri's commitments to innovation and partnership. The bridge opened to traffic in February.

"While all 73 projects nominated deserve recognition for their contributions to improving transportation in America, these 10 remaining projects are the best of the best," said Bud Wright, executive director of the American Association of State Highway and Transportation Officials. The awards competition is sponsored by AASHTO, AAA and the U.S. Chamber of Commerce.



“This competition recognizes excellence in project delivery.” Wright said. “It’s about saving time and taxpayers’ money and improving the ability of people, manufacturers, farmers and service providers to move themselves and their goods, reliably, every day.”

“Being selected as one of the top construction projects in the country is a huge honor. We owe our success to a great partnership with Illinois, our design team and our construction partners. Constructing a major river bridge over the Mississippi River was challenging, but we were able to meet and overcome these challenges due to the hard work and coordination in our exceptionally diverse team,” said Randy Hitt, project director.

It is time to vote! The People’s Choice Award will be selected through online voting which ends Oct. 24. The winners will be announced at the AASHTO Annual Meeting on Nov. 23, 2014.

Vote early and daily through AASHTO’s online awards link <http://nominate.americastransportationawards.org/Voting.aspx>. Make sure to select MoDOT’s entry shown as MO/IL: Stan Musial Veterans Memorial Bridge – Mississippi River Bridge on the voting page. Individuals can vote up to 10 times per day, per email address.

Last year, MoDOT’s Safe & Sound Bridge Improvement Program won the national People’s Choice Award.

Winners of both the Grand Prize and the People’s Choice Award will each be awarded \$10,000, which must be donated to a charity or scholarship of the state DOT’s choice.

To learn more, visit the project website at <http://www.newriverbridge.org/>.

Dynamic Message Signs Grab Motorists Attention

by Linda Wilson Horn



“Message Monday” DMS on Facebook has become the most popular posts on MoDOT’s social media. Individual Message Mondays have reached more than 130,000 people.

Distracted driving. Speeding. Tailgating. Not using turn signals. We’ve all seen these poor driving behaviors on Missouri highways. But what can MoDOT do to get motorists’ attentions to be safe?

In winter 2014, Chief Engineer Ed Hassinger chartered a team to develop a plan to maximize the use of our digital message signs to reach motorists. The DMS had been displaying safety messages for years, but the messages needed a fresh look and a strategic approach. Team members including district and division staff from Traffic and Customer Relations were asked to develop bold, in-your-face safety messages and to coordinate those messages with other communication efforts from MoDOT.

The team has developed a month-to-month strategy of messages tailored for each month. Topics focus on seasonal items, existing safety message weeks and traffic data. For example, April has work zone awareness week and No MORE Trash. June statistically has the highest rate of motorcycle crashes. Using the monthly topics, the team developed a series of messages for each of approximately four to five overall topics. The messages are then displayed in a series. For example, as a motorist travels Interstate 44, they will see approximately four messages in a row on the DMS using the same theme. Messages focus on the same safety themes conveyed in MoDOT news releases, paid safety advertising and on social media.

The change in the messages has prompted quite a bit of unsolicited feedback from customers. Customer service representatives across the state have forwarded positive emails and phone calls from customers to the DMS team. Anecdotally, many employees have informed the team members that friends and family are giving them unsolicited positive feedback regarding the change in the messages.

Here’s a sampling of customer comments:

Comments from Kathryn: I gotta tell you guys how much I LOVE the electronic road signs. There is the "Get off the phone" sign or "Unbuckled? Seriously?" and my personal favorite is the one the tells you to use your blinker. I want to say I think this is a wonderful service. Thanks MoDOT!

Comment from Kurt: I like the pass on left drive on right message. Not sure it's caught on yet but there's always hope.

Comment from Laura: I really liked your "Unbuckled? Seriously?" message.

Comment from Tommy: Whoever is controlling these. Great Job keep it up!!!

Tell us what are your driving pet peeves. What are your ideas for messages? Send your ideas to Customer Relations Coordinator Linda Wilson Horn at Linda.WilsonHorn@modot.mo.gov. Maybe next month you will see one of your ideas on the DMS.



Posts like this one have increased

Keeping Kids Safe

by Kelly Jackson

How certain are you that your child is the safest they can be while riding in the car? With car crashes being a leading cause of death for children under 12 years old in the United States, it's important to make sure your child is in the correct safety seat to accommodate his or her growing bodies.



Watch this video. It makes a great statement about keeping kids safe - [Just as Dangerous](#).

[saveMOLives.com](#) and social media at [Save MO Lives](#).

Missouri law requires all children under age 8 be in an appropriate child safety seat or booster seat, unless they are at least 80 pounds or 4 feet 9 inches tall.

During Child Passenger Safety Week, parents and child caregivers are encouraged to participate in a safety seat checkup to find out from experts how best to protect their kids. The annual campaign includes education on proper safety seat installation and use, as well as increased law enforcement to crack down on Missouri's child safety seat law violators.

The wide range of car seat models on the market today leaves more than a few parents confused. A National Highway Traffic Safety Administration study revealed that nearly 75 percent of parents don't know how to use child safety restraints properly. Child passenger safety technicians in Missouri report an even higher misuse rate.

National Seat Check Saturday is Sept. 20. Technicians will provide on-site car seat checks and education at locations throughout Missouri. To find a safety seat check event in your area, visit [seatcheck.org](#). For more information visit

Fatality Update



What's Happening



Patriot Day

In 2012, President Barack Obama declared Sept. 11 as Patriot Day and National Day of Service and Remembrance.

The opening paragraph of the proclamation states - On September 11, 2001, a bright autumn day was darkened by the worst attack on the American people in our history. Thousands of innocent men, women, and children perished when mighty towers collapsed in the heart of New York City and wreckage burned in Pennsylvania and at the Pentagon. They were family and friends, service members and first responders -- and the tragedy of their loss left pain that will never fade and scars our country will never forget.

You can read the entire proclamation here - [Patriot Day](#).



September Deferred Compensation Video

Check out this month's Deferred Compensation update video - [Deferred Comp](#).

Some of the topics this month:

- Upcoming Seminars
- Adding it Up: Saving with Confidence
- Now that's a Great Question - "I started saving for retirement late in my career, what can I do to catch up?"
- Auto Enrollment Report

Chat With The Chief

Remember to check out Chief Engineer Ed Hassinger's blog post. This week he talks about the upcoming Day of



Remembrance ceremony - [Chat with the Chief](#).



Missouri State Library Services

Think the Missouri State Library sounds boring? Well guess again. The library offers a lot of services to support state employees. Check it out – [Library Services](#)

September Service Anniversaries

40 Years

Edward F. Books - CO

35 Years

Kirk Andrew Kubicki - SW

30 Years

Curtis W. Baldridge - SE

25 Years

David L. Lindbloom - NW
John W. Casey - SW
Gary Lee Riley - SE
Machelle Brooks Watkins - CO

20 Years

Randall Muck - NE
Eric G. Thompson - KC
Joseph A. Martin - CD
Joseph E. Murawski - SL
Mark D. Hathcock - SL
Carolyn A. Smith - SL
Dennis Allen Bowers - SW
John L. Allison - SW
Regina Lucille Pearce - SW
Norman L. Malkowski - SE
Kevin D. Williams - SE
Bernard D. Cook - SE
Elquin Lea Auala - SE
Donald Ray Wallace - SE
Charles David Coward - SE
Shelly K. Lewis - CO
Cindy Lee Favro - CO

15 Years

Brandon Runyon - NE
Deron S. Livingston - NE
James R. Arbuckle - NE
Dennis N. Pine - KC
Arthur J. Green - CD
Craig S. Benton - CD
Shawn E. Edmonds - SL
David W. Guerin - SW
Keith J. Jenkins - SW
Sim T. Smitherman - SW
Michael Eugene Mallicoat - SW
Timmy R. Pogue - SW
Bobby J. Newman - SW
Joseph L. Dorris - SE
Helen M. Morris - SE
Bradley S. Adams - SE
Bobby C. Loveland - SE
Thomas H. Farris - SE
Travis D. Tesreau - CO
Leann Kaye Kottwitz - CO
Aaron Stephen Kincaid - CO

10 Years

Raymond O. Peel - NW
David G. Fankhauser - NW
Kevin Andrew Lee - NE
James A. Taylor - KC
Dustin Travis McElhaney - KC
Kerry P. Nilges - CD
Justin James Kumberg - CD
Steven J. Belcher - SL
Benjamin A. Arnall - SW
Betty J. Denning - SE
Ken Curtis Farrow - CO

5 Years

Jeffery Dean Long - NW
Charles R. Houchins - NE
Daniel Germann - CD
Scott C. Smith - CD
Michael W. Catching - SL
Michael A. Johnson - SW
Stuart A. Harlan - CO
Brent D. Hay - CO

Connections

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Customer Relations - MoDOT
P.O. Box 270, Jefferson City, MO 65102
573.751.2840 / www.modot.org

Editor: Tammy Wallace

Comments & Suggestions

We would like to hear from you. Send comments and suggestions to Tammy Wallace at Tammy.Wallace@modot.mo.gov.

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Health & Safety Tips *Working with Trailers*

Trailers used to deliver equipment and materials can create safety issues if used improperly. A mishap with a trailer can be expensive, it affects not only the trailer and its cargo, but most likely the tow vehicle, other vehicles and even other employees in the area. Here's how to stay safe:

Pre-Departure Safety Checklist

- Before driving, make sure your vehicle maintenance and trailer maintenance are current. This is very important because towing puts additional stress on the tow vehicle.
- Complete pre-trip inspections on the power unit and trailer to ensure safe operations.
- Check and correct tire pressure on the tow vehicle and trailer.
- Ensure the tires on the trailer are in good condition including the tire tread.
- Make sure the wheel lug nuts/bolts on the tow vehicle and trailer are tightened to the correct torque.
- Be sure the hitch, coupler, draw bar, and other equipment that connect the trailer and the tow vehicle are properly secured and adjusted.
- Connect the trailer safety chains securely to the trailer hitch or tow vehicle by crossing them underneath the coupler. The safety chains should be long enough to allow for tight turns. Anything longer may weaken the safety feature of the chains if other connections fail. Also make sure the chains cannot wiggle or bounce free and don't let them drag on the ground
- Check that the wiring is properly connected – not touching the road, but loose enough to make turns without disconnecting or damaging the wires.
- Check the air hoses and glad hands, ensuring they are serviceable and are not leaking.
- Make sure all running lights, brake lights, turn signals and hazard lights are working. Verify that the brakes on the tow vehicle and trailer are operating correctly.
- Check that all items are securely fastened on and in the trailer.
- Be sure the trailer jack, tongue support and any attached stabilizers are raised and locked in place. Check the trailer deck to ensure it is in good condition and will hold the load placed upon it. Inspect the tie-down points to ensure that they will handle the stress that will be placed upon them.
- Check load distribution to make sure the tow vehicle and trailer are properly balanced front to back and side to side.
- Trailers and equipment should be marked with the center of gravity symbol which helps with the positioning of equipment upon the trailer unit.
- Cargo must be contained within the vehicle.
- Only DOT, grade 7/70, three-eighths inch or better tie downs shall be used to secure heavy equipment. Any unmarked chain will be considered grade 30. Do not use lever binders.
- Check side and rear view mirrors to make sure you have good visibility.
- Measure the height of your cargo to ensure you do not exceed the 13 foot 6 inch maximum height requirement.



Safety Tips for Driving with a Trailer

It is the responsibility of the operator/driver to ensure their cargo is loaded and secured to prevent the cargo from leaking, spilling, blowing, or falling from the vehicle, even if the cargo was loaded by someone other than the operator/driver.

- Be a defensive driver, scanning the road ahead and the area beside you for potential hazards or dangerous situations. Drive at moderate speeds. This will place less strain on your tow vehicle and trailer. Trailer instability (sway) is more likely to occur as speed increases.
- Check your tie downs for tightness after the first 50 miles and every 150 miles or 3 hours of your trip. Check your

- mirrors frequently to ensure your cargo is still in place.
- Avoid sudden stops and starts that can cause skidding, sliding, or jackknifing.
 - Give yourself extra distance to stop while pulling a trailer.
 - Avoid sudden steering maneuvers that might create sway or undue side force on the trailer. Slow down when traveling over bumpy roads, railroad crossings, and ditches.
 - Make wider turns at curves and corners. Because your trailer’s wheels are closer to the inside of a turn than the wheels of your tow vehicle, they are more likely to hit or ride up over curbs.
 - To control swaying caused by air pressure changes and wind buffeting when larger vehicles pass from either direction, release the accelerator pedal to slow down and keep a firm grip on the steering wheel. Increase following distance to allow more time for slowing/stopping. Always anticipate the need to slow down. To reduce speed, shift to a lower gear and press the brakes lightly.
 - When parked, have wheel chocks available to help prevent the unit from rolling.

The bottom line is to use caution and slow down. Protect yourself, your coworkers and other traveling motorists by following the above check list and safety tips.

Update on 100 Mile Challenge

District	# of people	Miles	Miles per person
Central District	33	4,957	150
Central Office	89	12,099	136
Kansas City	36	7,295	202
Northeast	18	3,115	173
Northwest	32	8,148	255
Southeast	54	6,892	128
Southwest	46	9,897	215
St. Louis	49	13,588	277
TOTAL COMBINED	357	65,991	189

St Louis is still in the lead with 13,588 miles. Closely behind are Central Office and the Southwest District, and the Northwest District has tallied 255 miles per person. Since our last update we have logged more than 14,000 miles.

If you have not signed up yet, it is not too late you can always register. You have until December 31, 2014 to log your miles.

Visit <http://100missourimiles.com> and create an account on any computer or device.

Central Office Happenings

Day of Remembrance

On Thursday, Sept. 18, we will observe our second annual MoDOT Day of Remembrance. On this day, we will take a few moments to honor the memory of our 131 fallen co-workers who died in service to Missouri.

The ceremony begins at 1:31 p.m. at the Fallen Worker Memorial. All employees who can attend are invited. Another way you can show your support is to wear orange clothing or any clothing with a MoDOT logo.



First Annual MoDOT Statewide Slow Pitch Softball Tournament Reschedule Date

The first annual softball tournament, rained out last weekend, has been rescheduled for Sept. 20 at 9 a.m.

Make note that the location has changed. It will now be held at Binder Softball Complex, 300 Binder Lake Road, Jefferson City.

Play Ball!

Flu Shots

Mark your calendar. Flu shots will be offered to Central Office employees Oct. 14, 15 and 20.



Watch for details on times and locations in upcoming issues of Connections.



MEE Zone Event

Get the Facts on Parkinson’s Disease

By Jen Urich, Capital Region physical therapist
Sept. 18 - 2 p.m. to 3 p.m.
CO Human Resources Training Room B, 601 West Main, Jefferson City
or from anywhere via video conference

Jen Urich specializes in neurological disorders and spinal pain and has been practicing for over 42 years. She also is involved in coordinating the Jefferson City Parkinson’s support group.

Enroll using the [LMS Student Center](#).

For questions, or to register using video conferencing, contact:
Amanda Henley 573-526-5617
Amanda.Henley@modot.mo.gov

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Commission Visits St. Joseph

The Northwest District welcomed the Missouri Highways and Transportation to St. Joseph this week for their monthly meeting. The Commission last visited in 2010 and chose St. Joseph for its first meeting outside Jefferson City for 2014. A reception hosted by the Community Alliance of St. Joseph was held on the evening of Sept. 9 at the Albrecht-Kemper Museum of Art.

After the reception, presentations were given by the St. Joseph Chamber of Commerce, St. Joseph City Manager Bruce Woody and Brad Lau from the St. Joseph Port Authority. Mr. Lau also serves as the vice president of economic development for the St. Joseph Chamber of Commerce.



The Albrecht-Kemper Museum of Art, formerly the residence of Mr. and Mrs. William Albrecht, was the beautiful venue for the reception held the evening before the Commission meeting.



A water garden greeted guests on their drive in to the Albrecht-Kemper Museum of Art. The museum dates back to 1913 with the formation the St. Joseph Art League.



Abe Forney, general manager of Rosecrans Memorial Airport; Jody Carlson, director of public works for the city of St. Joseph; and Tonya Lohman, area engineer for MoDOT, mingle during the reception.



MoDOT Director Dave Nichols and Mike Rinehart, area engineer, talk with local county commissioners and members of the St. Joseph community at the reception.



The Commissioners, St. Joseph civic leaders and MoDOT staff moved to the theater of

the museum for a presentation on the importance of transportation in St. Joseph by the Chamber of Commerce and city leaders.



A buffet by Luna's Fine Dining was provided for the Commissioners and other guests.



MoDOT staff, retirees, civic leaders, regional planning partners, members of the media and the public gathered for the Commission meeting in the Fulkerson Center at Missouri Western State University.



After the presentation, current and former Commissioners talked with civic leaders prior to dinner.



Members of the public were invited to speak at the Commission meeting, held at Missouri Western State University. Senior Human Resources Technician Barb Holland and Senior Customer Service Representative Lisa Kellison greeted guests and provided comment forms and meeting agendas.



Ron Blakely, vice chairperson of the St. Joseph Port Authority Board of Commissioners, addressed the Commission about the importance of ports, increased funding needs and how ports could be better utilized as part of a multi-modal transportation system.

For more info

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St. Joseph, MO 64506-1399

Comments & Suggestions

We would like to hear from you. Send comments and suggestions to [Tammy Wallace](mailto:Tammy.Wallace@modot.mo.gov) at Tammy.Wallace@modot.mo.gov.

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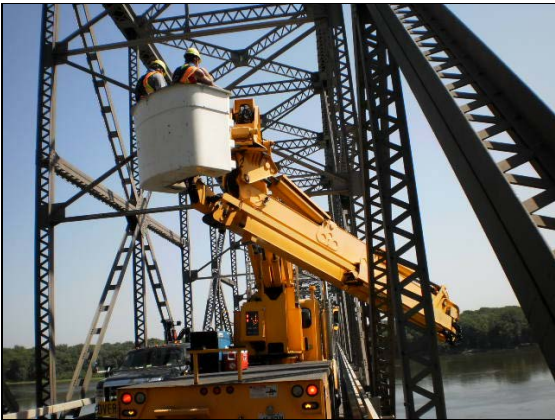
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Champ Clark Bridge Undergoes Inspection



The snoop truck from the Jefferson City Bridge Crew performed its annual inspection last month on the Champ Clark Bridge.

A bridge that's more than 80 years old, has a few creaks, a little rust, and even maybe a pothole or two...

As MoDOT continues to focus its effort on maintenance of the Champ Clark bridge until funding for a replacement becomes available, a contract has been selected to perform any needed repairs over the next year. The bridge is scheduled for expansion joint repair as soon as the materials become available.

An environmental assessment is being done on the bridge, and recently, a group of MoDOT engineers and environmental staff traveled to Springfield, Ill to present their recommendation on the location of a new bridge to the Federal Highway Administration and other agencies involved in the environmental process, including the Illinois

Department of Transportation. If the recommendation is approved, the EA process could wrap up as early as next spring. However, no funding has been identified to build a new bridge.

Safety Campaign Doubles Participants

The Northeast Coalition for Roadway Safety, the Iowa Department of Transportation, KTVO and other sponsors have been focusing on safe driving messages since March to help area residents "Just Drive".

This was the second time the five-month campaign was offered, and participation more than doubled. They had 867 pledges during the campaign this time compared with just over 400 during the inaugural campaign last fall.



The campaign encouraged drivers of all ages to take the pledge to "Just Drive". Prizes were given away monthly in a random drawing. Also included in the campaign were school assemblies. Kayle Deny with Think First Missouri spoke to students at each school. This year one was held at Schuyler County High School and Putnam County High School (in the KTVO viewing area, but in the Northwest District).

Around the District. ..



Kevin Rhodes, outreach coordinator, and Marisa Christy-Kerns, customer relations, attended Truman State University's new student welcome event in Kirksville on Sunday, Sept. 7 on behalf of the Northeast Coalition for Roadway Safety. Students' knowledge of roadway safety was tested to win t-shirts and other goodies.



Brian Haeffner, area engineer, recently graduated from "Leadership Mexico," a program sponsored by the Chamber of Commerce to help new residents in the area become familiar with the many services Mexico has to offer. "The program provided great background on the history of Mexico and insight into the current state of the community. Contacts and relationships developed through the program will also be invaluable in the future," said Haeffner.

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Comments & Suggestions

We would like to hear from you. Send comments and suggestions to Tammy Wallace at Tammy.Wallace@modot.mo.gov.

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Boots on the Ground Hiring Event

It looked just like something you would see at a speed dating event, but much more was on the line inside a giant, warmly lit ballroom at the Hilton Garden Inn in Independence, Mo.

Potential candidates who could be the next group of seasonal highway maintenance workers were going through a series of interviews in hopes of landing a job with MoDOT’s KC District.

Behind the blue curtains, candidates were no doubt trying their best to shine and prove that they have what it takes to be a MoDOT employee.

Each session lasted about 30 minutes. When it was over, MoDOT Human Resources Manager Deborah Hogan banged on a gong to let interviewees know it was time to meet the next interviewer. This intense process went on for nearly three hours.

After it was all over each of the job candidates thanked the host and left, but the day was far from over. After a brief lunch break, MoDOT maintenance managers all came together in an adjoining ballroom to discuss who they felt was qualified to join the team.



This was a three-day process with the hopes of hiring 70-100 new seasonal maintenance workers. But, this actually all started back in Mid-July. During that time, the HR department held a series of career fairs at local churches in hope of finding the right candidates.

Qualified candidates were invited back to take part in one of the three-day interview sessions.

This all comes as MoDOT gears up for the winter snow season. Those who make the team will take part in orientation Sept. 22.

First J-Turn Intersection In KC Region Opens

Motorists may soon be turning the right way in the Kansas City Region, and saving lives in the process. A newer engineering solution called a J-turn allows motorists to cross traffic on busy routes more safely, helping to reduce traffic crashes, fatalities and injuries. The Missouri Department of Transportation began construction of a J-turn intersection at Route 50 and Route 58 in early June and opened at the end of August.

Construction on this project closed lanes of eastbound and westbound Route 50 at Route 58 and includes installing the J-turns and acceleration/deceleration lanes, as well eventually removing the crossing at this junction.

“We’re hoping to save lives and reduce possible injuries with this project,” says MoDOT Area Engineer Mike McGrath. “We felt that something needed to be done now and the J-turn is the right solution for the funds we have available.”

A J-turn is an alternative to traditional roadway intersections. Instead of motorists on the side streets crossing two fast-moving lanes of traffic to get to the opposing traffic lanes, drivers turn right and use a u-turn to go left. Drivers on Route 50 will still be able to make traditional movements, including left turns.

J-turns have proven to be a safer alternative to a traditional intersection on a four-lane highway because they essentially eliminate right-angle crashes while lessening the severity of other crash types. Angle crashes can be severe, and frequently lead to traumatic injuries and even fatalities. In fact, the installation of J-turns at similar



intersections throughout Missouri and the nation have shown a substantial decrease in fatal and serious injury crashes.

Although drivers will have to travel slightly farther to get where they want to go, using J-turns usually takes the same or less time than trying to wait for an appropriate gap to cross traffic. This option uses an extended deceleration lane, basically adding a third lane on the highway to allow traffic making a U-turn onto opposing lanes to safely pull off the mainline, out of the way of high speed traffic. In addition, acceleration lanes will be constructed to allow traffic an opportunity to gain speed after turning onto the highway.

“J-turns are still relatively new, but in other areas of the state and country where they’ve been installed, the public has ended up really liking them and feeling more comfortable with the safety benefits,” McGrath says.

Learn more [more about J-Turns on MoDOT's website](#).

Kansas City Team Member Recipient of the ITS Heartland “Best of ITS Service Recognition Award”

On Aug. 25, at an annual Information Transportation Systems conference in Branson, Jason Sims, Scout Traffic Center Manager, was named as the recipient of the ITS Heartland “Best of ITS Service Recognition Award.” This distinguished award recognizes outstanding service to the ITS Heartland community.

Jason Sims has been heavily involved in ITS Heartland throughout his tenure with Scout. In 2009-2010 he represented MoDOT as the state chair and brought many innovative ideas to the Board of Directors. He was an advocate for operations and assisted in hosting several operations symposiums. In 2012 he chaired the ITS Heartland Conference held in Kansas City, as President and initiated the establishment of the ITSH OWG (Operations Working Group) to maintain communication and cooperation among the five state agencies, throughout the year, not just during Conferences.



He first served as Vice Chair and then became President, ending his term in 2013. Following this, Jason served on the ITS America State representation board, as well as on the Traveler Information Committee.

He is currently serving as the chair of the ITSH Operations Working Group in 2014. He is also represented MoDOT at the ITS America World Congress in Detroit, MI, Sept. 7-10, 2014.

Learn more about ITS Heartland on their website at www.itsheartland.org.

For more info

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Comments & Suggestions

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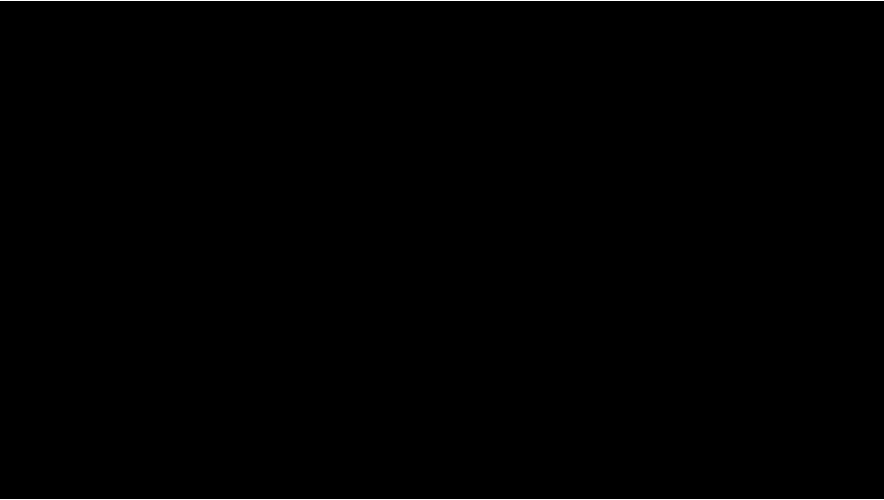
Route B Bridge Showcase & Construction Featured in AASHTO Journal

The recently completed Route B bridge over Business Loop 70 in Columbia was featured in the *AASHTO Journal*, a web publication distributed by the American Association of State Highway and Transportation Officials.

The article covers information about the Route B bridge's innovative bridge-building process called Geosynthetic Reinforced Soil Intergrated Bridge System (GRS-IBS) and also contains details about the showcase held on Aug. 28 in Columbia that allowed federal, state and local transportation officials, contractors, consultants, block fabricators, professors and students to learn more about the new technology. In addition, the story also features a photo (at right) of Central District Resident Engineer Charles Sullivan and Construction Inspector Jamie Johnson at the bridge site.

The full article can be found at this link:
www.aashtojournal.org/Pages/090514shrp2.aspx

A video produced by MoDOT about the Route B bridge building process can also be viewed by clicking this link: youtu.be/bwfUFRGIV5Y or by clicking on the videos below:



Bridge Construction From Start to Finish



**Route B Bridge Construction
Time-lapse Video**

Link: http://youtu.be/Xa2n-KI4_60



**Route B Bridge Demolition
Time-lapse Video**

Link: <http://youtu.be/S7y4PIvv7h0>

District Divisions Get Safety Awards

We'd like to congratulate the following Central District super safe work units for achieving the Team Safety Award for the period of Jan. 1-June 30, 2014:

- California
- Cuba
- Edgar Springs
- Fayette
- Iberia
- Vienna
- Williamsburg
- Special Crews, Signal & Lighting
- Special Crew, Rolla Signals
- Roadside
- Building & Grounds
- Camdenton Construction Project Office
- Jefferson City Construction Project Office
- St. James Construction Project Office
- District Construction Office
- Columbia Area Engineer
- St. James Area Engineer
- General Services Office
- District Lube Crew North
- District Lube Crew South
- Special Crew, Striping/signing- North
- Special Crew, Striping/signing – South
- District Traffic
- District Materials
- Risk Management



District Helps Gives Safety Reminders at local Homecoming Event

The annual High Point Homecoming was held recently in High Point and the Central District was front and center presenting safety messages to the school and the community.

The High Point homecoming is an annual event that centers around the school and community, bringing High Point School alumni and former High Point residents back together for food, fun, and fellowship.

The Arrive Alive booth (manned by Senior Engineer Professional Laurie Wyrick and family) presented messages of "Don't Drink and Drive," "Buckle Up," and "Arrive Alive," as well as a message of eliminating distracted driving habits.



Shown to the left is one of many local residents that unsuccessfully tried their hand at driving a tricycle through safety cones with simulated-impairment goggles.

For more information about the dangers of impaired or distracted driving, as well as the benefits of buckling your safety belt before you drive: www.savemolives.com

Around the District



Maintenance Supervisor Mike Myers recently had his retirement party, celebrating his 29 years of service to MoDOT. Mike, we thank you for your many years of service to MoDOT and we wish you a very happy retirement!

For more info

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Page Team Celebrates First Roadway Opening

by Jessica Wilson

MoDOT and St. Charles County are celebrating the opening of the first section of Route 364/Page Phase 3. The event will be held between Interstate 64 and Route K from 11 a.m. to 3 p.m. on Saturday, Oct. 4. This will be the only chance for people to walk, run or ride their bike on the new Route 364. The event is free, but people are asked to bring a canned food donation for Operation Food Search.



In addition to the public event, running enthusiasts can sign up to participate in the One Shot and Done 5K Run sponsored by St. Charles Kiwanis and Fleet Feet. Those interested can register online at www.phase3run.itsyourrace.com.

Volunteers are still needed to help out with the event to park vehicles, be safety spotters, and hand out materials, as well as direct people and traffic.

To volunteer, please contact Jessica Wilson at jessica.wilson@modot.mo.gov or at 314-453-1814.

Teenager Inspires Employees Through Presentation

by Shaunda White

Madelyn Hubbs was born with only one arm and refuses to let her physical condition hinder her success in any way. The 14 year old, whose mother is HR specialist Melissa Hubbs, inspired employees through her presentation at a Lunch & Learn held in the district this past July.

Madelyn is unafraid to attempt any activity, challenge or obstacle. She constantly proves to others that anything is possible.

"I can do anything you can do – I just might do it differently. Anything is possible with one arm," said Madelyn at the Lunch & Learn.

Her current activities consist of competitive swimming, horseback riding, baton twirling, tennis, and bike riding. She is also a patient ambassador for Shriners Hospitals for Children - St. Louis. As an ambassador, she travels to different schools and colleges to speak with students about disability awareness, limb differences and bullying.

She has also raised thousands of dollars and donated hundreds of her toys for the past five years to Shriners Hospitals for Children. Shriners Hospitals for Children-St. Louis specializes in delivering high quality care to children with a host of orthopaedic and neuromusculoskeletal disorders and diseases.

During her presentation, she gave employees the opportunity to walk in her shoes by having volunteers perform everyday tasks with one hand, such as opening and closing a zip lock baggie. She also discussed the do's and don'ts when encountering a person that is visibly different. For example, do not



Madelyn (in red) lets employees attempt some life activities with the use of only one arm at the July Lunch & Learn.

stare or point at the person, instead walk up and talk to them in a polite respectful manner.

“Madelyn never ceases to amaze me. She turned her disability into a way to teach other people that the only limitations they have are the ones that they place on themselves,” said Madelyn’s mother, Melissa Hubbs.

To keep up with Madelyn and her latest achievements, please visit her facebook page at:
<https://www.facebook.com/MadelynHubbs>.

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Comments & Suggestions

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Southwest District



Southwest District at Work



EASY DOES IT (Upper Left) - Contractor crews place one of the girders for a new bridge over I-49 at 1st Street in Lamar under the watchful eye of Nevada Senior Construction Technician Chad Mays (far left). (Photo/David Mitchell)

STORM DAMAGE (Upper Right) - Neosho Maintenance Crew Leader Travis Wilfong (left) and Neosho Maintenance Worker Matt Morgan clear storm debris along Route 86 near Reddings Mill after a Sept. 1 thunderstorm. (Photo/David Mitchell)

A CHANCE TO LISTEN (Lower Left) - District Right-of-Way Manager Steve Shelton (left) discusses a design-build project with a woman at a recent public meeting in Rogersville. Project Freeway: U.S. 60 Rogersville is the first design-build project in the Southwest District. (Photo/Angela Eden)



Summer Safety Challenge Ends with Mixed Results

by David Mitchell

The 2014 Summer Safety Challenge is over and the results are mixed.

The Safety Challenge is an initiative to get employees thinking more about safety in an effort to reduce the number of incidents on the job.

Between May and August, more than 500 workers in the district’s 31 maintenance organization units competed to see which building had the safest employees.

Four safety categories were tracked: backing incidents, overhead incidents (i.e., trees, power lines, etc.), injuries (incidents requiring medical attention) and at-fault fleet incidents. The goal was zero in each of those categories.

District Safety and Health Manager Gary McLarry said those areas were chosen because they have the highest potential for serious injury or even death.

“We were trying to bring attention to various areas where we’ve seen a significant number of incidents or a severity issue,” said McLarry.

For example, a couple of years ago the district had 22 backing incidents.

The good news is overall the district had fewer injury incidents compared to last year. There were six injuries during the summer of 2014 compared to 15 in 2013.

But “we had a very difficult last six weeks of the Summer Challenge,” said District Maintenance Engineer Michael Middleton.

During the last month and a half of the challenge, maintenance employees were involved in five at-fault incidents, four backing incidents and two overhead incidents.

“We do not have every employee’s attention,” Middleton said, “as shown by the decisions that a few employees made that resulted in these incidents.”

“That’s disappointing,” he added. “We have many, many individuals that are doing a great job!”

As an incentive during the challenge, workers in a maintenance organization unit who went all four months without an incident will receive a barbecue lunch cooked for them, provided and prepared by the District Maintenance Leadership Team.

Seventeen of 31 maintenance organization units qualified for the lunch. That’s about 300 employees.

If a Maintenance Superintendent’s area, made up of 4-6 buildings, went the entire four months without an incident, each building would get one of the new dump trucks purchased by the district to be delivered later this year.

Southwest Area Maintenance Superintendent Richard Arnall’s shops were the only ones to qualify for the one of the new trucks.

Despite the improvement in the number of injury incidents, Middleton is not satisfied. He says communication is the key.

“We place a very heavy emphasis on ‘what’ we are doing,” he said. “We must be better at ‘how’ are we going to be safe and communicate.”

SW District Partners with 3M, Testing New Tape for Highway Marking

by David Mitchell

Drivers tell MoDOT they sometimes have trouble seeing lane markings on Route 60 through Springfield, especially when it rains.

So, since the middle of August, Southwest District traffic and maintenance engineers have been testing a new striping product on the highway.

The 3M product is an all-weather tape the company says has better reflectivity in the rain and is more durable than the paint the district is using now.

MoDOT crews installed the skips (the dashed stripe separating the driving lanes) on eastbound Route 60 between Glenstone Avenue (Bus. 65) and Route 65 on Aug. 17.

In addition to difficulty seeing lane markings, the location also was chosen because of the large traffic volume and the different pavement types.

“Where the pavement transitions from concrete to asphalt, it is sometimes difficult to see the stripe,” said Assistant District Maintenance Engineer Bob Becker.

He added rain often makes the problem worse.

District Traffic Engineer Joe Rickman said the product has a couple of features that make it different from what is currently used.

“(It) uses a microcrystalline ceramic bead that is more durable and more reflective than standard glass beads used in a typical latex paint striping operation,” said Rickman.

He said 3M predicts the test tape should last four years, compared to one year or less for the paint MoDOT uses.

“Typically, tests stay in place for at least one season before being approved,” Becker said. “Since this is a durable product, we will monitor it to see what its life span truly is.”

So far, Rickman and Becker agree, the tape looks good during both day and nighttime driving conditions.

“As an agency, MoDOT continues to evaluate innovative products that could improve the visibility of our pavement markings in various weather conditions,” Rickman said. “Improved visibility means improved safety.”

MoDOT estimates the cost of its current pavement markings at about \$5 per foot including installation; however this product is more expensive by 15-cents to 20-cents a foot.

“But, if the visibility and durability are that much greater from a safety standpoint,” Becker said, “it could be a viable product for certain locations.”

Customer Service Rep for a Day: Asst. D.E. Fulfills MSECC Obligation

By Angela Eden

Saying it’s not THAT much different from what he does every day, Assistant District Engineer Dan Salisbury became a Southwest District Customer Service Representative for part of the day on Friday, Aug. 29.

Salisbury was fulfilling an obligation to the SW District Customer Relations team after the group won a fundraising contest that benefited the Missouri State Employees Charitable Campaign.

“It was fun,” he said of his experience in the Customer Service Center. “I enjoyed talking to the people.”

Salisbury chose a Friday when there tends to be fewer calls and an easier pace.

He received a lot of help and guidance from the Southwest District Customer Service reps including Tonya Staeger, Becky Walsh and Michelle Kelley.

“I appreciate that the CSC reps helped me fill out call reports,” he said. They also helped him locate information so that he could answer other calls on his own.

Salisbury took several calls including a couple from outside the Southwest District and was able to help most of MoDOT’s customers with their questions.



Senior Customer Relations Specialist Angela Eden (right) talks Assistant District Engineer Dan Salisbury through the finer points of being a Customer Service Representative. (Photo/David Mitchell)

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Southeast District

Memorial Bridge Dedication Ceremony to Honor Barney Douglas



Mr. Barney Douglas dedicated his life to serving his country, the state of Missouri and his local community.

A memorial bridge dedication ceremony to honor Barney Douglas of Gainesville, Mo., will be held Saturday, Sept. 20 at Ozark County's Hootin' an Hollarin' festival. The ceremony will take place on the main stage in conjunction with the Citizen of the Year Award presentation.

State Representative Lyle Rowland sponsored House Bill 1866 to designate the Route 160 bridge over Lick Creek in Ozark County the "Barney Douglas (The Citizen) Memorial Bridge." The bill was signed into law by Governor Jay Nixon and became effective on Aug. 28, 2014.

Douglas worked for MoDOT in Mountain View, Mo., which is where he met his wife of 69 years, Doris. During World War II, Douglas volunteered for the U.S. Navy Seabees and later worked in a munitions plant in St. Louis. Following the war, he returned to Southern Missouri and MoDOT. Douglas retired from MoDOT as an area supervisor of four maintenance facilities in 1981.

In addition to his MoDOT career, Douglas worked with the American Red Cross bloodmobile for over 30 years, served as an Ozark County Health Department board member for 26 years, and as a member and president of the Gainesville school board. He was also active in the Robert Burns Masonic Lodge #496, Eastern Star, the Lions Club, and the Hootin' an Hollarin' festival.

Douglas passed away on Dec. 22, 2012 at the age of 95, leaving a legacy of community service.

SE District to Hold Meeting to Discuss Route C Project in Mississippi County

A public meeting will be held from 4 to 6 p.m. Thursday, Sept. 25 to discuss improvements to Route C in Mississippi County. The meeting will be held at the Delta Growers Association in Charleston, located at 313 South Route 105.

"Visitors can stop-by anytime between 4 and 6 p.m. to discuss the details of the improvements with a member of the project team and provide their comments," said Project Manager Eric Krapf.

The proposed project includes replacing the Route C bridge over Lateral Ditch #4 with a box culvert. The structure is located .3 miles west of Route 105. Work is expected to begin in summer 2015, with Route C remaining closed during construction.

For more information, please contact



Krapf at (573) 472-5261, Transportation Project Designer David Blalock at (573) 472-5295 or MoDOT's Customer Service Center toll-free at 1-888-ASK MODOT (275-6636). [Click the image above to learn more.](#)

An online meeting, including the meeting handout and an opportunity to comment, is available at: www.modot.org/southeast/news_and_information/public_meetings.

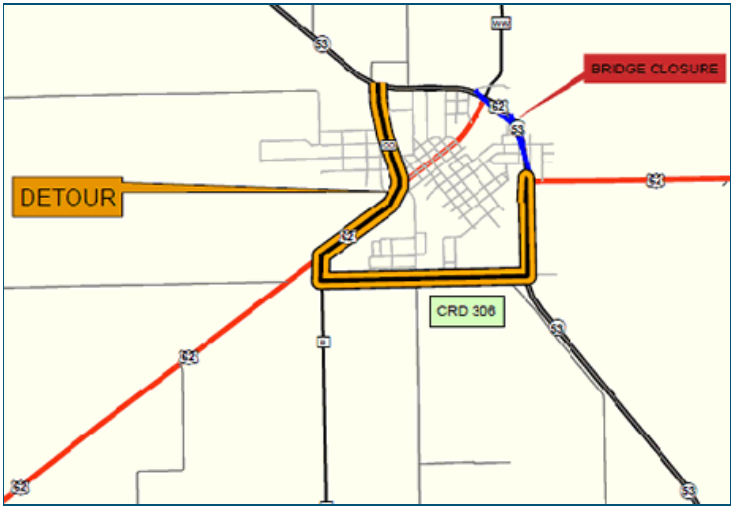
MoDOT Closes MO 53 Bridge Near Campbell For Replacement

On Aug. 20, MoDOT closed the MO 53 bridge in Campbell, Mo., as a safety measure for travelers. Following a routine bridge inspection, it was found that the nearly 80-year-old structure had shifted since the last inspection in 2012. Since that time, additional inspections resulted in the Department's decision to keep the structure closed until the bridge can be replaced.

"MoDOT conducts bridge inspections every two years," said David Wyman, MoDOT Area Engineer. "When our inspection crew compared the 2014 inspection with that of two years ago, they found a crack in one of the bridge columns."

Wyman explained that the Department had been looking at possible solutions that could keep the structure, which carries more than 5,100 vehicles per day, open to traffic. Following the final bridge inspection with Dennis Heckman, MoDOT State Bridge Engineer, the Department determined that closing the bridge until it can be replaced is the only responsible alternative for the traveling public.

"Safety is our highest priority at MoDOT, and closure of this structure ensures that travelers are not at risk," explains Mark Shelton, District Engineer. "The stark reality is that this is not the only bridge in poor shape in our region or the state. Bridges get older every day, and in this instance we must look at how we can re-prioritize projects to include replacement of this structure."



Click the image above for a complete, printable Route 53 detour map.

Shelton went on to explain that replacing the bridge could take up to a year to complete. MO 53 will remain closed until the structure is replaced. MoDOT will work with its design staff and consultants to begin plans to replace the structure.

"We will have to delay other projects that were originally scheduled for 2014 in our Statewide Transportation Improvement Program (STIP)," said Shelton. "Some of those projects will be pushed back to 2016 or beyond."

An updated alternate route has been discussed and approved with local city and county officials. Crews will sign the alternate route today. For those traveling south from MO 53, go south on Route OO, south on US 62, east on County Road 306 and north on Route 53.

For more information, contact Wyman at (573) 421-0373, Shelton at (573) 472-5341 or call MoDOT's Customer Service Center toll-free at 1-888-ASK-MODOT (1-888-275-6636).

Thanks to...

Willow Springs for the Administration of Local Projects:

Good morning....As a consultant, I understand how often folks with governmental groups miss out on "Thank You's" for a job well done. In fact, it's often that we only hear people complain about government instead of appreciating the many good things that each branch can bring us. With that in mind, I wanted to let you know that your staff has been wonderful to work with on a small sidewalk project in Birch Tree, MO. They've kept our firm on track which ended up with a project that the City and school are both proud of. Kids are already using the sidewalk daily as the school year is now in session. We had the pre-final yesterday and will be closing the project out over the next few weeks.

Sometimes the rules to accomplish one of these projects can be tough to trudge through. All of these folks deserve a pat on the back for helping my firm and I to make it to the end.

*Thanks again,
Bob Summers, P.E.*

Associate Vice President
Southeast Missouri Operations | Office Manager

Fredericktown Maintenance Facility for Outstanding Customer Service:

Following a call about a sight distance issue on Route 72, the customer called back to say it was the best mowing job she had seen and was impressed our crew took care of it the next day. She really appreciates it and wanted to say thank you!

For more info

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